

Service contracts for Fischione Instruments ion beam preparation products

Protect your investment and your budget with a service contract to reduce the risk of unexpected repair costs and instrument downtime. Fischione Instruments offers service contract options for the Model 1040 NanoMill® TEM specimen preparation system, Model 1050 TEM Mill, Model 1060 SEM Mill, and Model 1080 PicoMill® TEM specimen preparation system.

Service contract options

Benefit	Model 1040 Premier ¹	Model 1040 Preferred ¹	Model 1050/ Model 1060 Premier ^{1,3}	Model 1050/ Model 1060 Preferred ^{2,3}	Model 1080 Premier ^{1,3}	Model 1080 Preferred ^{2,3}
Priority service response	✓	✓	✓	✓	✓	✓
Preventive maintenance	✓	✓	✓	✓	✓	✓
Training	✓		✓		✓	
Unlimited telephone and email support	✓	✓	✓	✓	✓	✓
Unscheduled maintenance	✓	✓	✓		✓	✓
Replacement parts	✓	✓	✓	✓	✓	✓
Additional labor	✓	✓	✓	✓	✓	✓
Instrument/ software support	✓		✓		✓	
Discounts	✓		✓		✓	

Benefit descriptions

Priority service response. Telephone and email support for equipment troubleshooting and priority on-site and factory repair services.

Preventive maintenance visit. Scheduled once per 12-month service contract period. Preventive maintenance can be combined with unscheduled/emergency services. Includes parts⁴ and labor.

Training. Two hours of maintenance and operation training for up to four users during the scheduled preventive maintenance.⁵

Telephone and email support. Fischione Service will provide telephone and email support Monday through Friday, 8 a.m. to 5 p.m. EST.

Unscheduled maintenance. Customers may contact Fischione Service for equipment failures that require immediate repair. Fischione Service will make an effort to respond by telephone or email within four business hours. If telephone or email consultation fails to solve the issue, Fischione Service will provide additional assistance. Parts⁴ and labor are included.

Replacement parts. For all service contract options, Fischione Service will strive to ship replacement parts within 24 hours after confirming the need (subject to parts availability). These replacement parts are parts that are identified outside of preventive maintenance services; parts required as part of preventive maintenance visits are included in the service contract.

Additional labor. Factory or on-site labor occurring outside of defined preventive maintenance services, which includes the Fischione Service representative's travel expenses if an on-site visit is necessary.

Instrument/software support:

- Software updates, if available, during the term of the service contract.
- Loaner equipment if needed and available (Models 1050 and 1060 only).
- Advanced exchange (receive replacement unit, and then return defective unit) if needed and available (Models 1050 and 1060 only).

Discounts. A 10% discount on Fischione Service labor and purchased parts outside of the scope of the service contract.⁶

Service contract benefits

	With a service contract	Without a service contract
Maintenance costs	Known, predictable	Unknown, unpredictable
Instrument repair process	Call Fischione Service to schedule the repair	<ul style="list-style-type: none"> • Request repair estimate • Prepare purchase order request • Get purchase order approval • Schedule repair
Instrument uptime	Increases due to scheduled preventive maintenance and priority service status	Risk of decrease due to lack of scheduled preventive maintenance and nonpriority service status
Peace of mind	Yes	No

Fischione Instruments offers

- **Technical expertise.** Fischione Instruments has been designing, manufacturing, and servicing sample preparation instrumentation for the electron microscopy community for more than 50 years.
- **Trained field service engineers.** Our team has experience in our production operations, as well as service roles, and is well-equipped to troubleshoot any product challenges.
- **Factory-certified parts.** Fischione Instruments designs and manufactures approximately 90% of its product parts. With the exception of vacuum pumps, all instrument parts are Fischione Instruments factory certified.
- **State-of-the-art facilities.** Fischione uses state-of-the-art technology in its applications, engineering, manufacturing, and customer relationship management activities.

Request a quote

Contact Fischione Service:

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Delivering
exceptional
customer
service

Visit Fischione Service on the Web at:

www.fischione.com/service

¹On-site service.

²Factory service.

³Ion source cleaning, maintenance, or replacement is not included; follow the ion source cleaning and maintenance instructions described in the Model 1050 and Model 1060 instruction manuals.

⁴Model 1040 and Model 1080 parts excluded: Pfeiffer HiPace 80 turbo pump with TC 110 controller; and Pfeiffer MVP 070-3 diaphragm pump. Model 1050 and Model 1060 parts excluded: Pfeiffer HiPace 80 turbo pump with TC 110 controller; and diaphragm pump, dual voltage (120/220 V).

⁵Does not include applications training.

⁶Discount applies to parts and labor associated with servicing the instrument with the serial number specified in the service contract, not to other Fischione instruments not specified in the service contract, nor other parts, labor, or consumables.



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The Model 1040 NanoMill TEM specimen preparation system and the Model 1080 PicoMill TEM specimen preparation system are the subject of United States Patent Nos. 7,132,673 and 7,504,623.

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